Export of substandard goods

1003. SHRI SU. THIRUNAVUKKARASAR:
SHRI BALAVANT *ALIAS* BAL APTE:

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

(a) whether Government have issued any direction to the ports to prepare a list of exporters who have been charged with exporting substandard goods;

(b) if so, the details thereof;

(c) whether Government have received any list from the ports;

(d) if so, the details thereof; and

(e) the action taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI E.V.K.S. ELANGOVAN): (a) to (e) Under the Foreign Trade Policy, 2004-09, the Regional Sub-Committee on Quality Complaints (RSCQC) set up at the Regional Offices of the Directorate General of foreign buyers. The guidelines for settlement of quality complaints, in particular, and such other complaints, in general, is given in Appendix-37 of Handbook of Procedures (Vol-I) 2004-09.

The majority of complaints from foreign buyers are with regard to quality. Other complaints are usually for unethical commercial dealings on the part of Indian exporters and can be categorized as non-supply of goods after confirmation of the orders, non-payment of agreed commission, non-adherence to the delivery schedule etc. the work relating to dealing such complaints of foreign buyers has been centralized with the 'Nodal Officer' and its assisting cell *viz.*, the Trade Dispute Cell in the office of the Director General of Foreign Trades, Ministry of Commerce, Udyog Bhawan, New Delhi.

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†1004. SHRI RAM JETHMALANI:
SHRI RAJ MOHINDER SINGH MAJITHA:

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

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†Original notice of the question was received in Hindi.